

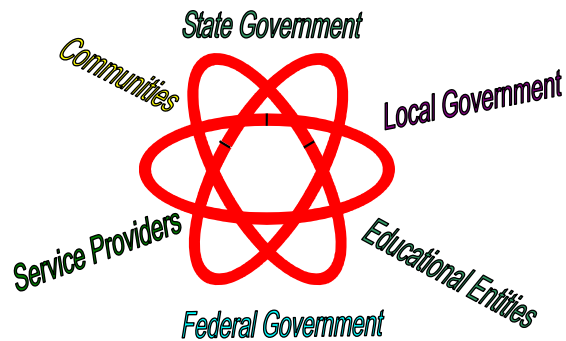


STATE OF NEBRASKA

Office of the Chief Information Officer

INFORMATION TECHNOLOGY SERVICES

Annual Report – June 2006



A Paradigm of I.T. Collaboration

Governor Heineman and Nebraska were featured in the February issue of *Government Technology* magazine. The cover story looks at "[High Tech in the Heartland](#)".



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UPDATE FROM THE CHIEF INFORMATION OFFICER

Thank you for taking the time to review the 2006 Annual Report of Information Technology Services for the State of Nebraska. This has been a very productive year full of changes and opportunities.



Brenda Decker, Chief Information Officer, State of Nebraska

On March 7, 2006 the 99th Legislature of the State of Nebraska passed LB 921, changing the duties of the Office of the Chief Information Officer. As a result of LB 921, the Division of Communications and the Information Management Services Division became part of the Office of the CIO. This change in legislation brought the State closer to our goal of aligning IT policy and IT operations.

Over the past year, the State has embraced the concept of Shared Services in the Information Technology arena. This report includes an update on our shared services initiatives. Two very successful shared services launched this year include Blackberry services and Storage Area Networks. We have also aggressively begun to look into the concept of enterprise licensing for IT products and services.

In preparation for the State's biennial budgeting process, the IT organization has undergone an extensive rate review process. This process requires that our organization review all rate elements necessary to provide the services to our clients. Rates have been realigned to assure that the costs for services are accurate and appropriate. Although this realignment has raised charges to a few of our clients, the annual savings to the State as a whole is a decrease in rates of over \$1,000,000.

In 2006 the IT organization took numerous steps to explore new services, upgrade existing offerings and prepare for the unexpected. In May wireless service was launched at Mahoney State Park in conjunction with the Nebraska Game and Parks Commission and wireless services have begun to be deployed in the Capitol Building, as well as other State buildings. Our enterprise storage has been reviewed, refreshed and redundancy has been added to the system at a cost savings to our customers. The 501 building that houses the IT organization has undergone a refresh both physically and in infrastructure. In November the State held its first Information Technology Security conference for State agencies, with over 100 state employees in attendance.



Office of the CIO, IT Leadership Team: Back Row L/R: Steve Schafer, Dale Fangmeier, Tom Conroy, Steve Henderson; Front Row L/R: Jayne Scofield, Brenda Decker-CIO, Beverlee Bornemeier.

We value the partnerships and working relationships we have with our clients and our providers. Thank you for including us in your planning process over the past year and we look forward to strengthening those relationships in the future.

Brenda L. Decker
Chief Information Officer

NEBRASKA INFORMATION TECHNOLOGY COMMISSION

Vision Statement:

"Promote the use of information technology in education, health care, economic development, and all levels of government services to improve the quality of life of all Nebraskans."

Mission Statement:

"The mission of the Nebraska Information Technology Commission is to make the State of Nebraska's information technology infrastructure more accessible and responsive to the needs of its citizens, regardless of location, while making investments in government, education, health care and other services more efficient and cost effective."

CURRENT NITC MEMBERSHIP:

LIEUTENANT GOVERNOR RICK SHEEHY, Chair, State of Nebraska
LINDA AERNI, Chief Executive Officer, Community Internet Systems
PAT FLANAGAN, Information Services Manager, Mutual of Omaha
LANCE HEDQUIST, City Administrator, City of South Sioux City
DR. DANIEL J. HOESING, Superintendent, Laurel-Concord, Coleridge, & Newcastle Public Schools
MIKE HUGGENBERGER, Director-Netlink, Great Plains Communications
DR. DOUG KRISTENSEN, Chancellor, University of Nebraska at Kearney
DR. JANIE PARK, President, Chadron State College
TREV E. PETERSON, Attorney, Knudsen, Berkheimer, Richardson, & Endacott, LLP
SENATOR PHIL ERDMAN, State of Nebraska, Ex-officio Member



Commissioners Dr. Doug Christensen (center) and L. Merrill Bryan (right) received awards of appreciation from Lt. Governor Sheehy for serving two terms. Not pictured Dr. Eric Brown and Greg Adams.

The Nebraska Information Technology Commission (NITC) is an independent nine-member commission established by the Legislature and appointed by the Governor to provide advice, strategic direction, and accountability on information technology investments in the state, and adopts technical standards, guidelines, and architectures. To achieve its mandate, the NITC relies on coordination and collaboration to influence a wide range of information technology issues. The NITC is assisted by four advisory groups:

- The *Technical Panel* provides analysis and recommendations to the NITC on technical issues.
- The *Community Council* is composed of representatives from business and economic development; health care; and public libraries and local government and was formed to identify, prioritize, and coordinate user needs with respect to community information technology.
- The *Education Council* is a 16-member advisory committee composed of representatives from K-12 and PostSecondary education and was formed to identify, prioritize, and coordinate user needs with respect to educational information technology.
- The *State Government Council* is a 24 member advisory committee composed of agency directors, state IT professionals, and two representatives of the private sector and was formed to provide direction and oversight for state government information technology vision, goals and policy.

Each of the NITC advisory groups establish work groups to address specific tasks related to accomplishing the goals and action plans identified in the Statewide Technology Plan.

In November 2005, the NITC approved the 2005-06 Statewide Technology Plan "Digital Nebraska Envisioning Our Future". The NITC identified eight strategic initiatives to achieve their vision and mission. By emphasizing selected strategic initiatives, the NITC hopes to encourage funding of these initiatives and to encourage state agencies to work together to advance these initiatives. A brief description of each initiative follows:



On August 9, 2005, the NITC held a joint meeting of the Technical Panel, Community, Education and the State Government Councils to collaborate efforts towards achieving the NITC's strategic initiatives.

SUPPORTING THE DEVELOPMENT OF A ROBUST TELECOMMUNICATIONS INFRASTRUCTURE:

Nebraska Statewide Telehealth Network. The Nebraska Statewide Telehealth Network will improve access to health care, continuing medical education, bioterrorism training, and bioterrorism alerts by connecting all rural and critical access hospitals with regional hospitals, public health departments, state public health laboratories, and the State of Nebraska. By the end of 2005, most of the telecommunications lines had been installed. The Nebraska Statewide Telehealth Network is a collaborative effort led by the Nebraska Hospital Association.

Network Nebraska. In order to develop a broadband, scalable telecommunications infrastructure that optimizes the quality of service to every public entity in the state of Nebraska, the Office of the CIO and the University of Nebraska engaged in a collaborative partnership that used existing resources to aggregate disparate networks into a multipurpose core backbone extending from Norfolk, Omaha, Lincoln, Grand Island, Kearney and North Platte to Scottsbluff and Alliance. The next phase of this initiative is to formalize business relationships and agreements and to enhance rural bandwidth through aggregation. Potential benefits of Network Nebraska include lower network costs, greater efficiency, interoperability of systems providing video courses and conferencing, increased collaboration among educational entities, new educational opportunities, and better use of public investments.



Nebraska BIT (Business Information Technology) Mobile is a University of Nebraska and Network Nebraska joint sponsored venture. eBusiness, eGovernment, eAgriculture, and eKnowledge expertise will be available statewide through the BIT Mobile, a self-contained mobile computer classroom carrying all the tools needed for high-speed computing technology education. Left: photo of external view of the BIT mobile. Right: NITC tour of the technology classroom inside the BIT Mobile.



Statewide Synchronous Video Network. The 400+ interactive video facilities in Nebraska currently utilize a variety of video standards and bandwidth speeds that prevent interconnection between sub-networks. The Statewide Synchronous Video Network, as envisioned, would use compatible audio and video standards to enable any classroom or facility to connect with any other classroom or facility or to connect with multiple sites simultaneously. Benefits include greater sharing of educational courses and resources; more efficient use of available resources; one-to-many videoconferencing capabilities for alerts and emergency situations; and collaborative development across various service agencies.

SUPPORTING COMMUNITY AND ECONOMIC DEVELOPMENT:

Community IT Planning and Development. In order to foster community and economic development in Nebraska communities through the effective use of information technology, the NITC Community Council has partnered with the University of Nebraska Cooperative Extension and Rural Initiative to form the Technologies Across Nebraska partnership. Technologies Across Nebraska has helped 21 communities develop local plans to utilize technology to enhance development opportunities. Technologies Across Nebraska's quarterly newsletter, *TANGents*, reaches over 1,000 individuals with an interest in technology-related development.

PROMOTING THE EFFICIENT DELIVERY OF GOVERNMENT AND EDUCATIONAL SERVICES:

Digital Education. The primary objective of the Digital Education Initiative is to promote the effective and efficient integration of technology into the instructional, learning, and administrative processes and to utilize technology to deliver enhanced digital educational opportunities to students at all levels throughout Nebraska on an equitable and affordable basis.

State Government Efficiency. The State Government Council will address multiple items improving efficiency in state government, including shared services; standards and guidelines; and the project review process. The council has identified and is working to implement seven "shared services" for state government agencies. Also, the council will continue to develop standards and guidelines to better coordinate state agency technology efforts. Finally, the council will review and recommend improvements to the IT project review process. Benefits of these activities include lower costs, easier interoperability among systems, greater data sharing, and improved services.

E-Government. Through the use of technology, state agencies can enhance information sharing, service delivery, and constituency and client participation. Benefits include improved services for citizens and businesses, and increased efficiency and effectiveness for agencies.

Security and Business Resumption. This initiative will define and clarify policies, standards and guidelines, and responsibilities related to the security of the State's information technology resources. Benefits include lower costs by addressing security from an enterprise perspective, cost avoidance, and protecting the public trust.

ENTERPRISE COMPUTING

Enterprise Computing Services (ECS) supports the large-scale development and processing requirements of State agencies. We build information systems, operate mainframe computers and maintain the massive data stores required to conduct State business. Each ECS group has staff members on-call twenty-four hours per day to support State agency business operations. Tom Conroy, I.T. Administrator, leads the Enterprise Computing Services group.

Production Application Support Services provides 24X7 support for applications designed and implemented by IT Services. Our application portfolio includes about 800 applications and 10,000 programs developed for 35 State agencies. In the event an issue occurs, the production support team will make a record of the issue, then troubleshoot and resolve it. The resolution will be reported back to the customer. Application Analysts are available during normal business hours. After normal business hours, support is transferred to the Shift Analyst Support Team. An Applications Analyst is also on-call to provide assistance in resolving the issue.



Applications Development Management Team: Lisa Schafers, John DeLay, Rod Lemke, Chair: Jerry Brown; Dick Hawley, Don Spaulding, Carol Rexroth, Lois Hanson. Not pictured: Dave Hattan, Deborah Watson, & Kevin Keller.



Tom Conroy, I.T. Administrator, Enterprise Computing Services

CICS System Resources Support provides large scale interactive transaction processing environments for business applications. We support over 50,000,000 transactions per month.

Database Management Services for the Mainframe provides installation and support for DB2 and database structures. The service provides a database 'engine' that can be used by all front-end software tools (i.e. Web, TSO, CICS, AS400, Windows) to access the data our customers have entrusted to us for safe and secure keeping. This service safeguards the information from loss, misuse, and corruption by unknown and unauthorized entities.

Mainframe Data Storage supports two storage mediums: magnetic tape and disk. Tape is used for high volume storage and for backup. Disk is used for data that has on-line requirements, where responsiveness is a prerequisite. Disk data is automatically stored offsite within seconds of being written to primary storage.

Software Application Design involves gathering and analyzing the customer business functions, then designing an application solution to meet the prioritized business requirements. Applications Solutions personnel also provide RFP preparation services, assist with the evaluation of RFPs, provide technology planning support, and supply project management services to State Agencies.

Software Application Development involves programming, testing and/or implementation of the business requirements as defined in the Software Application Design phase. We also establish standard best practices for application coding and support.

z/OS (MVS) Computing Resources supports the zSeries (mainframe) hosting platform which provides z/OS (MVS) computing resources for CICS, TSO, batch workload processing, high volume printing, remote print routing and web applications.

Processing Support Services provides support for scheduling, report archiving and automation. Scheduling support involves setting up and maintaining processing schedules for the z/OS and distributed client server platforms, in addition to developing AFP forms overlays. This group also manages report archiving and bundling for distribution. Automation support develops the programmatic routines that enable complex manual operations to be performed in an automated manner.



z/OS Team: Back row l/r - James Williamson, Carl Plants; Middle row l/r - Keith Schafer, Leon VanSlyke, Kathy Jensvold, Randy Madison; Front row: Fred Lupher, Ann Ramsey, Carol Billesbach.



N-FOCUS (Nebraska Family Online Client User System) Team (not all pictured): Doug Bartek, Bill Bartling, Brad Beckmann, Martine Bemis, John Canfield, Julie Christiansen, Russ Davison, Kevin Fey, Joseph George, Dan Guderjan, Dick Hawley, Sherry Hoffart, Navin Keeleri, Rick Kirchhoff, Omelea Knuth, Stephen Lovell, Bill Martin, Chris Miller, Skip Miller, Kim Navratil, John Nelsen, Troy Olson, George Orbin, Babu Rajaram, Terry Salyer, Gayle Sell, John Senger, Rajasundar Senthilnayagam, Manglesh Soni, Anurag Srivastava, Don Spaulding, Randy Sperling, Rajendran Subbiah, Kris Thompson, Keith Thonen, John Turincs, Prosper Vanderweijden, Edna Ward, Deborah Watson, Barb Whitehead

During the past twelve months, Enterprise Computing Services has both modernized and retired services that it provides to State government. In doing so, we have also reduced the cost of many of our services while adding capabilities that are important to our clients. The disk storage refresh project is one such example. Not only have we reduced the unit cost and improved the responsiveness of mainframe storage, we have also implemented a major change to improve our disaster readiness. In addition to the primary disk storage located in our computer room, we now have a mirrored copy of all data located in an alternative data center. This allows us to both

maintain business application integrity and reduce our recovery point objective in the event of a disaster. The former objective was to restore the data from tape to its state as of several days prior to the disaster. With the new disk storage, the recovery point objective (the state of the data that will be available after a disaster) is just a few minutes prior to the incident. This greatly simplifies the work that would be required in the event a disaster affects the primary storage.

One of our two IBM zSeries mainframe computers was also upgraded last year. This upgrade positions us to support the continued growth in client usage of both CICS and z/OS resources. We were also able to reduce the charge rates for CICS and mainframe z/OS systems on July 1, 2006. This was the latest in a series of cost reductions that dates back several years. Based on actual usage for the first ten months of fiscal year 2005, the July 1st rate reductions in disk storage, z/OS and CICS will save our clients several hundred thousand dollars.



Nebraska CHARTS (Children Have A Right to Support) Team (some members not pictured): Vivek Anandaraman, Denise Baum, Don Bishop, Carol Bornschlegel, Kathy Brakhage, Cindy Cameron, Ronald Clutter, Michael Colbourne, Gene Davis, Art Dieckmann, Mark Dornbos, Jill Drake, Cathy Ekeler, Clark Ewalt, Pat Gill, Dick Hawley, Ryan Johnson, Mike Kirby, Dennis Korber, Ken Kottich, Steven Lamb, Doug Lannin, Robert Lyons, Sai Maddipoti, Arun Pondicherry, Majjiga Reddy, Marlo Roth, Jim Sawyer, Lisa Schafers, Linda Sestak, Don Spaulding, Ganesh Srinivasan, Srinivas Tadiparthi, Kathy Thaller, Loree Thayer, Clark Wells, Bill Wheeler, Rod Wiles, and Jen Wol

ECS retired the VM processing service on schedule July 1, 2006 as announced over two years ago. VM was once state government's primary "personal computing" platform before the use of personal computers became widespread. As mail, word processing and database applications moved to personal computers, the VM service became unaffordable at the increasingly lower levels of usage. VM's retirement removes several hundred thousand dollars from our annual costs.

Several challenges await ECS during the next year. A project is already underway to modernize our tape storage environment. As with last year's disk project, we hope to both increase service levels and improve our disaster recovery capabilities. We are planning a zSeries mainframe technology transition that will position us to take advantage of software cost reductions as well as specialized processors that will improve application performance. ECS will also support the planned transition of the Medicaid Management Information System to its new application architecture. Finally, we will continue to improve our ability to recover our services in the event of a disaster with a focus on reducing our recovery time objective (the amount of time it will take to restore service after an incident).

Nebraska Medicaid Program Team: Moises Bolanos, Russell Brandt, Gregory Carlstedt, Carmen Cochrane, Kim Converse, Estelle DeJonge, Marcus Hanneman, Lois Hanson, Troy Hodge, Srikanth Jangala, Mark Jensen, Ravi Kalyanasundaram, Beverlee Keller, Cindy Kelley, Melissa Kolm, Rod Lemke, Kathy Link, Rose Linnertz, Dan Logan, Moorthy Manickam, Ruth Mattson, Irene May, Shaun McMurchie, Matt Minten, Tara Neal, Viji Pushkara, Kay Reznicek, Tom Sharp, Rachel Shepherd, Don Spaulding, Justin Thoms, Wendy Urbanek, Madhumohan Vallabhaneni, Shawn Zimmerman



INTERGOVERNMENTAL DATA SERVICES



Dale Fangmeier, I.T. Administrator for
Intergovernmental Data Services

Intergovernmental Data Services Program (IDSP) was designed to improve the service and efficiency of data exchange between State and local government. The IDSP integrated computing system is available in all 93 counties in Nebraska. During the past year, the intergovernmental data services group has worked on issues related to accuracy and new services. Dale Fangmeier manages the Intergovernmental Data Services Program team.

AS/400/iSeries Resources – The Midrange Systems Support group manages approximately 95 AS/400 or iSeries servers across the state. There is at least one located in every county courthouse.

Field Services – IDSP provides computing devices and support for data connectivity, terminals, computers, and printers to state and county customers located in all 93 counties.

Asset Management – Maintaining the current inventory of all of the equipment that has been deployed across the state for agencies and county offices. The IDSP system is being used in all counties by several applications and our area provides the infrastructure and equipment for this program. Agencies are billed based on the equipment deployed, requiring that our records are accurate, verified and reconciled. Effective with the July 2005 billing, a majority of the records for agencies on this service have been verified and processes have been established to assure reconciliation on a monthly basis. Additionally, a schedule is being established whereby each county is physically inventoried and information is documented and provided to our customers. This inventory process does not resolve all discrepancies, but has greatly reduced the number. We continue to work with our customers on improving this service.

PROJECTS:

Email – In the Fall of 2005, the Office of the CIO began offering Email service to county offices. This service provides a low cost email solution for county offices and dovetails with the State's email system to provide easy access to State email addresses. The customer would receive an email address of name@countyname.ne.gov. The email service is web-based or can be text-based to accommodate low bandwidth connectivity. IDSP provides the billing mechanism for this service.

Over the past year, IDSP has worked with Network Services to improve bandwidth capacity to all counties. We have used public and private DSL/Broadband connectivity via the internet to provide the upgraded capability at a lower cost than through the more expensive point-to-point connectivity of T1 or partial T1 connection. Our customers needed more bandwidth than what was provided via a 56K point-to-point connection, and a point-to-point upgrade was cost prohibitive for most locations. DSL/Broadband provided the increased connectivity at a more reasonable price.

The Midrange Systems Support group continues upgrading the remaining older AS/400 servers and Uninterruptible Power Supplies (UPS) to the new iSeries servers and UPS systems. The completion of this year's upgrades has permitted us to have all, approximately 95, servers at the same operating system level. This has aided in the reduction of system administration work related to trying to accommodate several versions of the operating system, and provided additional stability as a result of the new hardware and operating systems.



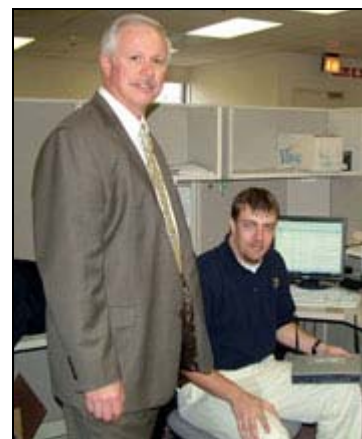
Intergovernmental Data Services team members L/R: Ron Bowmaster, Kerry Julian, Mike Bittinger, and Dale Fangmeier.

To meet the needs of our customers, we have been working with our customers to upgrade existing dumb terminal equipment and wiring in the County Courthouses. We have upgraded most counties to the current CAT-6 network cabling and have installed several additional connections over the past year in many of the counties. This has been needed to accommodate the move away from the 5250 terminal and printer architecture to the new personal computer and printer architecture. IDSP continues to deploy personal computers, at customers' requests, as replacements for the 5250 terminals.



IDSP facilitated the implementation of a NGA grant for information exchange related to Child Abuse and Neglect. Each year, the Child Protective Services Office of the

Department of Health and Human Services receives more than 27,600 reports of child abuse and neglect. By statute, HHS/CPS is required to notify law enforcement agencies across the state of these allegations. From these notices, law enforcement and child protective service field staffs investigate the incident to determine if there is probable cause to prosecute an alleged offender and/or to take action to protect a child.



Dale Fangmeier checks out a router with Kaleb Kreft, IDSP Network Support.

Recently, the Office of the CIO completed a grant project sponsored by the National Governor's Conference that resulted in the electronic transfer of the allegation of abuse and neglect document produced by CPS intake workers to the Nebraska Criminal Justice Information System. The grant was conditioned on the use of eXtensible Markup Language (XML) and on compliance with the data standards published in the Global Justice XML Data Model (GJXDM). The exchange went into production on July 11, 2006.

**Help Stop
Child Abuse**



Judge James Foster, Lancaster County Court, accesses the JUSTICE system using a CIO/IDS notebook computer during courtroom proceedings.

Intergovernmental Data Services has been working with the Supreme Court to install personal computers for judges and court employees in the County and District Courts across the state. One of the benefits of this project is increased efficiency of JUSTICE in the County Courts through an application called DOCKET. Prior to DOCKET, County Court information was recorded on paper and entered in to the system later. The DOCKET application provides a quicker turn around for defendants to receive their court documents. Instead of having to wait for court information to be transcribed from paper to computer file, the information is updated real-time in the courtroom and does not have to be reentered later thus resulting in a reduction in the amount of time defendants have to wait for the case

information.

Many judges are using convertible tablet computers in the courtroom and have the added advantage of using a digital signature application on select court orders which helps speed the paperwork completion process. Intergovernmental Data Services assisted the County Judges in setting up and using the new table computers by providing a training session during the County Judges annual meeting in June 2006. The Supreme Court is working closely with Intergovernmental Data Services to eliminate the use of terminals in the JUSTICE court system and to add additional personal computers for trial court employees.

I.T. FINANCIAL SOLUTIONS

The purpose of the IT financial solutions area is to align fiscal resources to achieve the strategies of the Office of the CIO. Activities include cost recovery planning, rate setting, asset management, contracts, enterprise licensing, and reviews of agency purchases of information technology goods and services. Assisting with customer service and business development are other vital responsibilities. Steve Schafer leads the I.T. Financial Solutions team.

Procurement (IT Procurement Reviews and Approval) – Section 81-1117 requires that "No state agency shall hire, purchase, lease, or rent any information management item listed in subsection (a) of this section without the written approval of the information management services administrator." This and similar statutes are the legal authority for the IT procurement reviews. Legislative objectives include finding economies, avoiding unnecessary duplication of information management operations and applications, and adopting minimum technical standards.



Steve Schafer, I.T. Administrator,
Financial Solutions

Procurement (Telecommunications Equipment and Services) – Sections 81-1120.01 through 81-1120.39 require that the Division of Communications coordinate the purchase, lease and use of all telecommunications equipment and services. Requirements identification, procurement, ownership, and day-to-day operational aspects of telecommunications equipment and services will be closely coordinated with your organization.

Enterprise Contracts and Vendor Agreements – The State Government Council has designated enterprise purchasing and maintenance agreements as a shared service that would benefit all agencies. The IT Divisions will facilitate master agreements and will aggregate purchases with major vendors in order to provide access to better pricing.

Customer Accounts – The Financial Solutions area, in cooperation with DAS – Central Finance, will help agencies with setting up and managing their accounts, understanding invoices, getting detailed billing data, and resolving problems.

Rates and Fees – The DAS IT Services organizations depend on revenues from services to pay 99.2% of its total budget. Only the Office of the CIO receives a direct appropriation of funds from the Legislature. It is essential to set rates that recover all costs and are fair and equitable to the customer.

Service Level Agreements – The Financial Solutions area will be taking the lead in developing service level agreements. These documents will describe our services, define expectations, and provide metrics wherever feasible.

Shared Services Business Case – Documenting the costs and benefits of shared services is part of the process of deciding whether to provide a shared service. It is also an integral part of the rate setting process.

Special Projects – The DAS IT Services organizations emphasize the value of cross-functional teams. Staff of the Financial Solutions area has taken a leadership role in several projects.



I.T. Financial
Solutions Team:
Front row L/R-
Tammy Sherrill,
Karen Sarnecki,
LaVetta Boucher;
Back row L/R- Greg
Barth, Gloria
Esquivel, Steve
Schafer

IT Financial Solutions continues to focus on enterprise agreements with major providers as a key cost saving strategy. This year we again coordinated purchases of IBM licenses and maintenance agreements, including the Enterprise License Agreement (ELA -- for new purchases of software and annual license renewals), Contract Handling International Solution (CHIS -- for hardware maintenance), and Software Maintenance Agreement (SWMA). The total discount to all participating entities for FY2006 was over \$500,000.



Karen Sarnecki and LaVetta Boucher work with contracts.

The total savings for FY2007 will be \$610,000. Due to the success of aggregating this demand, we have been contacted by cities and counties within the State that would like to explore the possibility of aggregating their contracts with the State's.

On April 28, 2005, Microsoft announced a settlement of a class action lawsuit alleging that Microsoft violated antitrust and unfair competition laws. As part of the settlement, Microsoft agreed to provide vouchers to any entity that could prove that they had purchased licenses during the period between February 28, 1997, and December 31, 2002. Using documentation from several sources, state agencies qualified for a total of \$173,133 in vouchers. The Office of the CIO will apply these

vouchers to large purchases and issue credits to agencies in July or August 2006.

Agencies continue to benefit from the enterprise agreement in place with Microsoft. We are also working with providers of anti-virus software to obtain better pricing for state agencies. Terms and conditions are signed or nearly completed with two major providers. These enterprise agreements will be available to state agencies in FY2006.

In preparation for the FY2008/ FY2009, Biennial Budget Request, we undertook a comprehensive review of budgets and rates. Rates will be published as part of the biennial budget instructions. Although a few rates are increasing, most are holding stable or dropping. We developed rates for several new services, including Blackberry, Desktop Leasing, and Storage Area Network.

The IT Financial Solutions area also spearheaded an effort to develop a service catalog that describes all of the services offered by the Office of the CIO. The service catalog and service level agreements are available on our website: <http://its.ne.gov/sla/>.



Carrie Fegley, Ray Essink, Howard Johnson prepare equipment for shipping.



IT Solutions team works cooperatively with the DAS Central Finance Team: Front row L/R - Brenda Eickmeier, Pauline Schmidt, Zale Connell; Back row L/R - Dave Churilla, Gregg Thuman, Vickie Kress, Randy Jones, Chad Walford, Greg Barth.

Efforts continue to document processes and procedures used the Office of the CIO. This provides an opportunity to review how we provide service, analyze the need for a technology refresh, and improve our offerings to our partners. The IT Financial Solutions group continues to be involved in these discussions to ensure that all services maintain the appropriate level of cost recovery and meets all federal and state rules and regulations.

During the upcoming next year we will continue many of these efforts. Opportunities for cost savings can be realized by reviewing the various software and/or hardware products that the State continues to use that are purchased one product at a time. There appear to be numerous opportunities to save money through statewide contracts.

NETWORK SERVICES



Jayne

Scofield, I.T. Administrator,
Network Services

The Network Services Team is responsible for end to end support from your desktop through the wide area network. This includes voice and wireless services, desktop, server, cabling, VPN's, firewalls, video conferencing and wide area network services. These services include the design, planning, coordination of installation, and support of those services. It is the mission of the Network Services Team to provide efficient, economical and reliable telecommunications services to our clients. For additional information on network services, please use the contact information below, or contact information for the individual services can be found in the following links: Administrative, Computer Based Training, Voice, WAN, Wireless, Video, Desktop/Server, Field Services, Important Information. Jayne Scofield leads the Network Services team.

Broadband Services - Assists with the design, installation and operation of broadband networks.

Campus Connection - Enterprise design, installation and operation of the State packet switched fiber optic campus network.

Closed Circuit Television – Television service to limited commercial channels as well as in-house broadcasts of the Legislature and Governor's Hearing Rooms.

Computer Based Training - Training over the internet in your office or at home.

Conference Calls – Provides options for conference calling including three-way calling, use of a state toll-free meet me bridge, a local dial-in meet me bridge, or a secure UNL toll-free meet me bridge.

Data Backup - Weekly, offsite storage of data included in the data storage service for use in the event of data loss.

Data Encryption Services - Installation and operation of data encryption systems at the agency level and on an enterprise level.

Desktop Support - Performs software installation, hardware and software troubleshooting, assists with printing problems and anti-virus issues.

Firewall Service - Installation and maintenance of the appropriate firewalls at the agency level as well as enterprise level.

Frequency Spectrum Management - Provides frequency assignments, reducing potential interference and facilitates the planning process for public safety systems.

Internet Services - Assistance with connecting to the Internet and providing intrusion detection and monitoring services.

Local Area Network Cabling - Installs and maintains cabling facilities for the transmission of voice and data for State agencies.

Server Support – Provides domain services, server backup and file restoration. Assists with technical troubleshooting and provides enterprise solutions for integration.

State Government Directory – Annual telephone directory of agency information and personnel.

Storage Area Network - Shared storage for networked Intel and RISC architecture servers. Includes network attached storage (NAS).

Video Conferencing - Managing 17 video conferencing sites throughout the State that allow meetings without the time and expense of travel, lodging, etc.

Virtual Private Network (VPN) Services - Assistance with the design, installation and operation of systems that use the Internet to connect home users to the State network.

Voice Interpreter Services - A voice interpretation service over the telephone for the translation of over 140 languages.

Voice Services - Assists with the design/installation of a telephone system (i.e.; Centrex, a PBX or a key system) and equipment (i.e.; fax machines, TDD's, voice mail and features on your telephone set) that will best fit an Agency's needs.

Wide Area Network Installation/Implementation - Design, configuration and assistance to connect to the wide area network to share data with remote locations throughout the State.

Wireless LAN/WAN Services - Assistance with connecting to wireless LAN's/WAN's.

Wireless Services - Assists with the selection and ordering of cell phones, satellite phones, pagers, and radios; as well as rate plan reviews for service.



Steve Sheets updates & configures a network switch prior to deployment to an agency.

This year the Network Services team began its technology refresh of edge switches for our customers. A contract was established for Extreme equipment and we have been methodically replacing switches. The replacement cost is included as part of the network device fee. This has allowed us to standardize on equipment and not only reduce costs through aggregation but also reduce troubleshooting time. We recently finished the deployment of Fortinet firewalls in all 93 counties. Through this, we were able to combine a variety of diverse and independent networks yet increase our ability to protect the State's network. We also piloted secure, managed wireless access into the Capitol and NSOB.



Governor Heineman cuts the ribbon on wireless Internet services at Mahoney State Park.

We are in the process of establishing a contract as well as security policies to further deploy wireless service. Wireless Internet services were deployed at select buildings at Mahoney State Park with plans to deploy more.

During this past year we installed private DSL to 55 locations. This service provides near T1 speeds but at a lower cost. Currently Alltel and Qwest are the only two providers that are offering this service. In 2003, backbone transport service was established to Scottsbluff as a pilot project. We recently formally bid out this portion of Network Nebraska. During the upcoming year we envision working more closely with both the Distance Education and Telehealth networks.

Work has continued in the re-wiring of the Nebraska State Office Building. This project originally began in 2001 and by performing the work in-house, we have been able to save the State a considerable amount of money. We have also been working on the remodeling and wiring of the 501 Building. The Eastern Nebraska Veterans Home in Bellevue is scheduled to open in May 2007 and we will be using the State staff, instead of contracting it out, to install the cabling in that facility. All of the staff members on the Field Services Team have received BICSI certification.



Matt Easton & Steve Smith work with Building Division staff to begin wiring of the 501 Building.

We bid out statewide Centrex service this past year which was the first time a formal RFP was issued. Previously there had not been any competition for local services in some of these cities in the past. This RFP was issued for 58 communities in what historically had been viewed as the Qwest territory, and Qwest did win the contract. We have just completed RFP's on voice interpretation services, long distance and anticipate a wireless RFP coming out during the summer of 2006. We also deployed a VoIP PBX on the Wayne State College campus. In July 2005 we began offering Blackberry service as a shared service. Alltel and Nextel are the current service providers.



Chris Heinzle and Mike Jeffres test communications interoperable equipment.

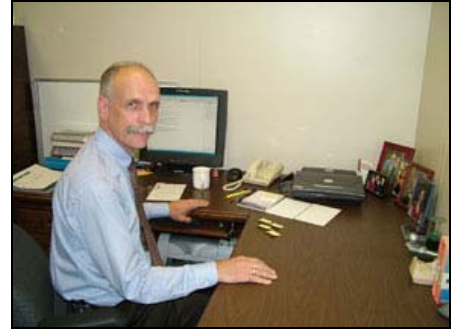
The Network Services team continues to assist the Nebraska Emergency Management Agency and the Governor's Homeland Security policy group in coordinating all public safety communications projects. In 2004 this amounted to \$19M, in 2005 was \$15M and in 2006 the anticipated amount will be between \$8-10M. An RFP has been issued for the first phase of establishing a Public Safety Communications System for State Agencies and we plan on it being ready for utilization in 2009. As mentioned last year, we did procure a portable IP telephone system with homeland security grants. During this past year, it has been successfully tested by several agencies in their exercises.

In 2006, Network Services started offering a desktop and server lease package. This has allowed our customers to focus on the service they are offering the citizens and allow us to keep them refreshed technically as well as easing budget requirements. We also offered up SAN services to our customers to be used as either virtual machines, blade servers or for backup purposes.

As a part of our daily decisions, disaster recovery and redundancy continue to be built into the services we offer.

PLANNING AND PROJECT MANAGEMENT

Planning and Project Management staff members contribute to the mission of Nebraska Information Technology Services by virtue of their work in a wide variety of assignments. Those assignments include strategic planning, supporting the Nebraska Information Technology Commission (NITC) and its supporting councils and workgroups, project management, staffing the Nebraska Intergovernmental Data Communications Advisory Council (NIDCAC), enterprise solutions planning, business continuity, disaster recovery, security policy and Geographic Information Systems (GIS). Steve Henderson leads the Planning and Project Management team.



Steve Henderson, I.T. Administrator for Planning and Project Management

Facilitation Services - Consultation on an "as available" basis about meeting design, process design, and/or facilitation of actual meeting sessions.

NITC and NIDCAC Staff - Staff support to the Nebraska Information Technology Commission and the subordinate councils, panel and workgroups, along with similar support for the Nebraska Intergovernmental Data Communications Advisory Council.

Project Management - Consultation about appropriate tools to use when conducting project management and general advice about defining and managing a project. On an "as available" basis, "real time" detailed project management services can be purchased on a billable basis.

Disaster Recovery and Business Continuity – Leadership to continually improve the disaster recovery capabilities for the entire organization. We also lead the Shared Service effort to offer appropriate Business Continuity and Disaster Recovery services for all agencies, boards and commissions. We assist in the statewide effort to determine business priorities for recovery.

Enterprise Solutions Planning - In our planning area, we work with other elements of the organization as well as state agencies to identify opportunities for shared services and products.

Security - Efforts related to an enterprise view of security, including the development of appropriate policies, better integration of operations and policy, and relationship-building with the University for more joint security efforts.

Geographic Information System Steering Committee - Staff support for the efforts of the GIS Steering Committee, along with facilitation of the Shared Services effort on GIS.



Skip Philson demonstrates to Tod Wyrick the bubble charts on the Clarity Portfolio Management Software.

Project Management Office activities over the past year spanned both administrative topics as well as more traditional project management activities. Administratively, accomplishments included establishing a "master contract" for purchases of Clarity software, licenses, and professional services; coordinating project management concepts training classes for project managers; working with representatives from agencies to develop a set of project management guidelines; and working with the NITC to identify ways by which to apply portfolio management concepts to NITC initiatives. Project management activities such as direct project management support, RFP development, requirements gathering, and "IV&V" assistance were provided to several agencies, including Roads, Probation Administration, Corrections, the Real Estate Commission, Labor, Game and Parks, DAS Budget Division, and the NITC.

A wide variety of accomplishments and activities related to Disaster Recovery and Business Continuity took place during the past 12 months. More than 10 meetings of the Shared Services group took place addressing this pair of topics. As a result of those meetings, the NITC standard for disaster recovery planning was revised and approved, and a standardized "standard contents" outline pertaining to agency disaster recovery plans is nearly ready for final review and approval by the NITC. Our organization took part in the Department of Administrative Services effort to develop a Continuity of Operations Plan (COOP). We continue our joint efforts with the University to improve our mutual recovery capabilities. We continue to assist Lt. Governor Rick Sheehy as he leads a series of discussions with agency directors to contemplate business priorities and timelines for restoration in the wake of a disruptive event.

During the last year, there have been several developments in the area of security. Steve Hartman was named as the State's Information Security Officer. Under his facilitation, the NITC Security Workgroup resumed meeting on a monthly basis and most standards and guidelines were reviewed and prioritized for updates. Beginning in January, 2006 the Office of the CIO began capturing



Dr. Blaine Burnham presenting at the 1st Nebraska Cyber Security Conference.

security metrics measuring Help Desk calls, network activity, and email statistics to aid in identifying areas of security concern and hacker activity. On May 24, 2006 the inaugural Nebraska Cyber Security Conference was held at Southeast Community College. The conference was geared toward veteran front-line workers, and offered practical information in “break-out” sessions that could be applied immediately upon returning to work. A capacity crowd listened to nationally recognized “keynote” speakers Patrick Gray, Dr. Bill Hancock, and Dr. Blaine Burnham speak about current security threats and issues.



Steve Hartman, Information Security Officer, State of Nebraska

On May 24, 2006 the inaugural Nebraska Cyber Security Conference was held at Southeast Community College. The conference was geared toward veteran front-line workers, and offered practical information in “break-out” sessions that could be applied immediately upon returning to work. A capacity crowd listened to nationally recognized “keynote” speakers Patrick Gray, Dr. Bill Hancock, and Dr. Blaine Burnham speak about current security threats and issues.

In the GIS area, several activities have been on-going over the last year. Collaborative Aerial Imagery Acquisition Projects is one example. “Six inch resolution” aerial imagery was acquired for six cities, one county, a Natural Resources District and the Nebraska Health and Human Services System. These entities secured this imagery at greatly reduced costs and key Bioterrorism requirements were also met. Planning is underway for a similar project – focused on Omaha, Lincoln, Grand Island, Hastings, Kearney and Norfolk – to be conducted in 2007. The NITC approved two standards developed and presented by the Steering Committee.

One was a Metadata Documentation standard, intended to improve documentation of GIS or geospatial data such that the data's value and utility survives specific technical personnel transitions and facilitates overall data sharing. The second standard pertained to Land Record Information and Mapping standardization and was developed to facilitate statewide data integration and to encourage the maximum return on public investments in this area. In the Geospatial Data Development, two activities in this arena warrant mention. First, data development efforts were led by Natural Resources with support from Environmental Quality, Property Assessment and Taxation, Roads, NITC, UNL School of Natural Resources, US Geological Survey and the Lower Platte North NRD, enabling the completion of the statewide remapping of surface water features. Second is the work regarding Statewide Mapping of Street Centerlines – Addresses. We continue an effort to coordinate work by the Public Service Commission, State Patrol, Roads, US Census Bureau, and local governments to develop an integrated statewide street centerlines-addresses database for all state and local roads and streets.



Planning and Project Management team: Back row L/R- Steve Schock, Larry Zink, Tom Rolfes, Steve Henderson, Jim Ohmberger, Rick Becker, & Skip Philson. Front row L/R: David Berkland, Janet Wheatley, Lori Lopez Urdiales, Steve Hartman, Beth Boal, & Anne Byers.

TECHNOLOGY SUPPORT SERVICES



Beverlee Bornemeier, I.T. Administrator
Technology Support Services

In the Help Desk, the GWI c.Support tracking system was installed and all support representatives (support reps) were trained by April of 2005. As the support reps became familiar with the process, additional templates were created allowing scripts to be applied. Scripts provide questions and/or information for specific situations. This benefits the help desk coordinator because they aren't required to remember details of every system, the client because it decreases the resolution time frame and support reps because they have all the required information for a quick and effortless solution. GWI c.Support offers automatic ticket creation with the mailin database DASIMS_HELP@DAS.NE.GOV. The mail-in database allows clients an alternative way to report a problem from the traditional telephone. c.Support automatically creates a ticket and returns an email with the ticket number for the client to use as a reference number. RULES have been applied to route tickets directly to the support reps. This feature increased the resolution time frame for the client. It also frees the help desk staff for the next customer. Fine tuning is an ongoing process in help desk management. This has resulted in our ability to give our customers a single point of contact, quick and accurate solutions, convenient notification of system outages while balancing the needs of the customers we serve and teams we support. Our mission continues to be *"To provide superior resolution to daily challenges while offering a convenient and accessible central point of contact for our customers."*



Help Desk Team: Front row L/R - Mark Weatherwax, Jason Meyer, Pat Cruz, Back row L/R - Adam Cederlind, Dave Rasmussen



Directory Services Team: Front Row L/R - Jerry Hielen, Steve Hartman, Back row L/R - Curtis David, Lee Hansen, Doug Hahn

The Nebraska Directory Services (role based authentication and identity management) team has worked closely with the ITS Web Design and Development Team over the past twelve months to protect a growing array of applications and web services by ensuring that only authorized users access the appropriate portions of the application. The NDS team has also partnered with various other agencies to provide secure access to their applications and services. Some of these clients include the Nebraska Energy Office, Health and Human Services System, the Department of Corrections, and the State Probation Administration office. The NDS team has also been actively enhancing the security infrastructure through continuous product upgrades and configuration enhancements. A significant architecture enhancement revolves around federating identity management. Federation will allow the state to exchange identity information between more agencies, business partners and citizens with diverse IT environments.

In November of last year Change Management began using a new Lotus Notes application that was designed by the Lotus Development team to add automatic routing, multiple views for users including a calendar that lists and displays each change record, downtime or notification request. Additional security was added with restricted access on views and restriction on who could edit and delete a Change Management record. Multiple forms and reports were added to this application. This application is able to communicate and share data with other Notes applications which helped simplify the Change Management process. The on-call notification system (JCEXEC) will be replaced with a Lotus Notes application called ITA for Information Technology Assistance. ITA will be completed in iterative phases so that parts of it can begin to be used early in the development process. This application will be available 24 x 7 and accessible from Notes or from the web. Security will be built in to allow teams to update their own support, on-call schedules and staff contacts as needed. A notification agent will be built to send updated reminders. Demos will be scheduled to show users the application and how to maintain their supported data.



Lotus Notes Team: Back Row L/R- Manager, Dale Hermesen, Rose Splittgerber, Nancy Taylor, Front Row L/R-Rich Burns, Randy Smith, Jim Buehler, Matt Kuta, & Marcia Stewart

Basic Mail is one of two e-mail software services available to Nebraska state agencies. World Client Basic Mail, currently being migrated to Exchange basic mail, is a low cost alternative that not only allows but encourages every agency to become a part of the secure, State e-mail network. Cost is no longer prohibitive. Agencies can acquire email IDs at a cost of only \$2 each per month. The growth of Basic Mail has increased dramatically during the past year. We currently have a user base of over 1700. Some agencies have users with more sophisticated needs than can be met by using a simple e-mail package and those users are well served by Lotus Notes. However, for those that can use Basic Mail, it is a very viable, low

cost alternative. Basic Mail users are located all over the State of Nebraska but can access their email from anywhere in the world that offers access to the Internet. *Business Class Email* - Lotus Notes provides email, calendar and meeting scheduling options. Performs free-time calendar look-up and group address capabilities. SPAM filtering and virus protection are enabled with this product. During the past year Lotus Notes was upgraded to Release 7.01, which added new features. *E-mail Infrastructure* - This service provides statewide e-mail routing, anti-virus software, SPAM detection for incoming e-mail traffic. During the past year over 72,000,000 messages were processed, with 60,000 viruses blocked and over 50% of e-mails were either blocked or quarantined as SPAM.

Mission-critical applications such as the Nebraska Probation Management Information System, the Health Alert Network and the Secure Information Exchange System are among applications developed and maintained by the Web Development team for Nebraska State Government Agencies, Boards, and Commissions. The ITS Web Design and Development Team also enhance and support several web sites including those for the Governor and the Lieutenant Governor. This year, in addition to many other website and application development projects, the ITS Web Design and Development Team partnered with staff from the General Applications Development group to develop a custom data interface application for the Department of Motor Vehicles. This interface (or web service, as it is commonly called) transfers information between the AutoTest system (comprised of automated written testing equipment located in 31 DMV exam stations throughout the State of Nebraska) and the Department of Motor Vehicles Relational Database System. The ITS Web Design and Development Team also developed Web Services for several other Nebraska State Agencies, Boards, and Commissions as well. One of these Web Services is used to provide offender information to the City of Omaha. Part of the City of Omaha's community safety programs require that a person be verified for any probation records. Probation was providing such information to the City of Omaha by off-loading the Probation database and delivering the information on disk. Each information extract would take several hours of effort, and the information easily could be outdated by the time the City of Omaha would receive the information. The Probation Office turned to the ITS Web Design and Development Team and the development of Web Services. With the Web Services in place, the City of Omaha is now able to obtain timely and accurate information about an offender, the offender's demographics, and any related court information. The update is provided at regular intervals without the need for any manual intervention. In addition, the Web Services could easily be extended to any other agency that requires offender information.



Web Team: Front row L/R- Angie Dunn, Vicky Sindelar, Kevin Cueto, Shaun Thompson, Khaleel Thotti; Middle Row L/R-John Danley, Juli Jurgens, LaVern Goens, Venkat Mallina, Patrick Wongianarat, Back row L/R-Himanshu Amin, Sam Fifer, Tod Wyrick, John Ottemoeller, Rich Burns

The past year the Mid-Range Systems team was able to replace 29 of our oldest AS/400s with the new i5 Series units. The new platforms are much faster and house about 7X the DASD as their minimum protected configuration. They also cost about 1/3 of the price of the older units. This round of hardware upgrades allowed us to upgrade all of our operating systems to V5R3. This is the first time since the mid 1990s that we were current on all 108 operating systems. Back level hardware had at times forced us to run up to 4 operating systems, making our software support duties very trying at times. We can now remain current for two more years, when the next round of the oldest units will become obsolete.



Mid Range-AS/400 Systems Support Team: Mike Whisler, Kevin Smith, John Dolsky, Manager, and Donna Ruhl.

We also replaced two older larger systems in Sarpy and Douglas counties that allowed us to go to a lower software tier saving the state thousands of dollars in software support costs. We are finishing up the replacements of old UPS units. They are long past warranty and were failing at a rate of 1-2 a month, often causing bothersome downtime for our county clients. The new UPS units carry a 5 year warranty on all parts, so we are in good shape for a long time to come. About one half of the green screen "dumb terminals" in Nebraska's courts have been replaced by PCs. Printers are being replaced by network attached laser printers. Selected functions of the Court System have recently been WEB enabled. Judges are currently being issued laptops so they can carry them from county to county to access the court systems, calendaring functions, E-Mail and court documents.

Remote support for workstations and servers deployed throughout the State in support of HHSS clients is provided by Distributed Computing Support. During the past year, approximately 10,000 requests for assistance were processed. Hardware and Software upgrades were deployed to over 6,000 HHSS users.

Technology support Services also provide the following services this past year. A low-cost service for processing bulk FAX messages available to all State agencies. During the past year, approximately 450,000 Faxes were delivered. The software was upgraded to release 9.0 and additional lines were added to increase capacity. Document Management provides the capability for individual users and Project Teams to place documentation in related folders for future retrieval and reference, track changes and establish repositories for all business related documentation. During the past year approximately 5,000 documents (invoices, work orders, contracts, financial data, etc.) were categorized and stored.

SHARED SERVICES

Since the inception of the shared services concept in February 2005, there has been a lot of progress. Blackberry service was deployed on June 2005 and SAN (Storage Area Network) service was deployed in April 2006, just to name a few. The future direction of shared services though the Office of the Chief Information Officer will be driven by the State Government Council of the NITC (Nebraska Information Technology Commission). The groups are open to all interested agencies. A running update on each service is maintained on the NITC website.

STATE GOVERNMENT COUNCIL of the NITC	
SHARED SERVICE (Sponsor)	UPDATE
Business Continuity/Disaster Recovery (Steve Henderson)	The Business Continuity and Disaster Recovery Shared Services group has met a dozen times over the past 15 months. The group reviewed, updated and expanded the primary NITC standard regarding disaster recovery – the NITC has now adopted that new version of the standard. The participants are currently working on the development of standard contents for disaster recovery plans. The group also continues to monitor and coordinate with the facilitated agency director discussions being led by Lt. Governor Sheehy regarding business resumption and continuity.
Directory Services (Beverlee Bornemeier)	A core list of services for authentication and authorization were developed and agreed upon by the group. When the topic of how to fund this service was raised, the participants agreed that the core list of services could continue to be funded for an additional year out of the CPU charges paid by agencies but anything that was developed outside the scope of the core list was to be paid by the requesting agency.
E-mail (Beverlee Bornemeier)	Controlling SPAM was the major concern of the agency representatives. SPAM appliances were evaluated by technical staff during the past year. We are currently working with the Division of Materiel for acquisition. The cost of this appliance will be spread over all agencies utilizing the infrastructure that supports the Lotus Notes environment.
Enterprise Maintenance/Purchase Agreements (Steve Schafer)	During FY2006, the Office of the CIO coordinated another set of enterprise agreements with IBM that included software, hardware maintenance, and software maintenance. Total benefits exceeded \$600,000. In addition to state agencies, the University of Nebraska and several political subdivisions participated in the agreements. The Office of the CIO also coordinated the state's application for the Microsoft Settlement, which generated \$173,113 in vouchers for eligible purchases. New Enterprise agreements are now in place with FileNet and McAfee. Enterprise agreements are in progress with Symantec, Computer Associates, and Citrix.
Field Support Services (Dale Fangmeier, Jayne Scofield)	Field Support Services group has been working on trying to define field support, in essence what should be included in field support and what should not. The group is currently in the process of completing what areas should be included. Once this is complete, the group will move towards identifying an area to focus on for further work.
GIS (Larry Zink)	<u>Metadata</u> . A two-day training session to assist agencies to document their existing GIS datasets has been scheduled for the end of August. <u>Street Centerline-Address Database</u> . The Nebraska Public Service Commission has contracts with vendors to develop and maintain this data for 73 counties. Three other counties are maintaining this data internally and will make it available to the larger user community. Discussions are underway to address data development in the remaining 17 counties and to determine the best way to integrate and deliver this data on a statewide basis. <u>Internet Mapping Services</u> . A preliminary definition of a Nebraska intergovernmental geospatial data-sharing network has been formed, including Internet mapping capabilities. Hardware, software and technical assistance needs have been defined. Grant proposals have been submitted for hardware/software funding. Planning is underway to define how participating agencies will provide both short- and long-term technical assistance.
Video Conferencing (Jayne Scofield) [Under review for becoming a shared service.]	Survey mailed; responses being tallied.
Blackberry (Jayne Scofield)	COMPLETED - Service deployed on 6/15/2005
SAN (Jayne Scofield)	COMPLETED - Service deployed on 4/13/2006
Virtual Server (Randy Cecrle)	COMPLETED - For full report go to http://www.nitc.state.ne.us/sgc/meetings/documents/20060608/VS_sharedServices.pdf



Left: Steve Sherrill and Kevin Waechter display a Blackberry device. Blackberry shared services was deployed in June 2005.



Right: Aaron Weaver and Rick Miller inspect the SAN (Storage Area Network) equipment.

FREQUENTLY ASKED QUESTIONS:

What and where is the State policy on personal use of the Internet and State telephones?

The State policy on personal use of the Internet, as well as all data communications networks owned and operated by the State, is titled the State Data Communications Network Acceptable Use Policy. The State policy on personal use of State telephones is available in various formats. It is available from the Office of the CIO, in the Nebraska State Government Directory, or on line on the Information Technology Services home page under State Long Distance Policy.

How do I order a

State Government Directory: State agency personnel can request a copy of the Nebraska State Government Directory from their agency communications coordinator. The Directory is available from the Office of the CIO to the general public at a fee of \$5 per copy. To order a directory, you can either purchase your copy on-line or remit \$5 per copy with a request for the Directory to: 501 South 14th St., Lincoln, NE 68508. The Office of the CIO also accepts Visa and MasterCard.

Video Conference: The State video conferencing network can be scheduled by calling 402-471-4130. Information regarding the sites and specifics related to video conferencing are available at the Office of the CIO Video web page.

Telephone Conference call: The State's conferencing services allows the establishment of a conference call to include up to 30 participants using the State Conference Operator. The conference operator can be reached at 402-472-3711. The CIO-Network Services also offers a toll-free "Meet Me Conference Bridge" which can accommodate up to 30 users. This service has been established to provide a way for State agencies to pay the long distance charges of participants in a conference call. The conference operator can be reached at 402-471-9997.

Calling card: Calling cards can be ordered from the Office of the CIO-Network Services. Agency personnel should contact their agency communications coordinator to order a calling card. The Office of the CIO-Network Services has an online order form to be used when requesting a new calling card. If you have any questions, please call 402-471-4701.

Telephone: Agency personnel should contact their agency communications coordinator to order telephone service or to add features to their existing telephone. The communications coordinator can contact us either via e-mail or by telephone. Several individuals can assist with this process: Lana Brox at 402-471-7890 or via e-mail (lana.brox@cio.ne.gov); Tina Seacrest at 402-471-4702 or via e-mail (tina.seacrest@cio.ne.gov); and Norma White at 402-471-3562 or via email (norma.white@cio.ne.gov).

Cellular Telephone or Pager: Agency personnel should contact their agency communications coordinator to order cellular or paging service. The communications coordinator will contact Norma White (norma.white@cio.ne.gov) at the CIO-Network Services or by telephone at 402-471-6391.

Closed Circuit Television: Closed Circuit Television (CCTV channel guide) is available in a limited number of state owned buildings. Agency personnel should contact their agency communications coordinator to order closed circuit service. The communications coordinator can contact Dave Keele at Office of the CIO-Network Services either via e-mail (dave.keelee@cio.ne.gov) or by telephone at 402-471-3851.

Who do I talk to about my telecommunications billing?

Several individuals in the CIO-Network Services can assist you in analyzing your agency telecommunications bill. Zale Connell at 402-471-4703 or via e-mail (zconnell@notes.state.ne.us) or Randy Jones at 402-471-3045 or via email (randy.jones@email.state.ne.us).

How do I post items to Channel 2 on the Closed Circuit System?

Channel 2 is the State's information channel on the closed circuit system. Items can be posted to this channel through the CIO-Network Services. Either send an email to Vicki Mcelroy (vicki.mcelroy@cio.ne.gov) or call at 402-471-2761. Items can also be faxed to the CIO-Network Services at 402-471-3339.

How do I change my listing in the Nebraska State Government Directory?

Listings in the Nebraska State Government Directory are provided by the agency communications coordinators. Agency personnel should contact their agency communications coordinators to make the appropriate changes to their individual listings. The communications coordinators can be contacted either via email Renee Bramhall (renee.bramhall@cio.ne.gov) or by telephone at 402-471-4701. NIS Instructions - State Directory Maintenance

My telephone doesn't work. Who should I contact?

The CIO-Network Services will be happy to work with agency personnel on issues related to repair to telephone service. Several individuals can assist in this area. Lana Brox at 402-471-7890 or via email (lana.brox@cio.ne.gov); Bob Howard at 402-471-3720 or via email (bob.howard@cio.ne.gov); and Tina Seacrest at 402-471-4702 or via email (tina.seacrest@cio.ne.gov).

What do we do with our old telecommunications equipment?

The CIO-Network Services maintains the official inventory of all State owned telecommunications equipment. Agencies that have declared telecommunications equipment as surplus should return it to the CIO-Network Services. Questions regarding this process can be directed to The CIO Operations Desk at 402-471-0462 or via email at CIO OPSCONSL.

Where do I apply for a public safety radio frequency license?

The CIO-Network Services is the coordinating entity for radio frequencies for Nebraska state agencies and political subdivisions. FCC Form 601 can be obtained from the Federal Communications Commission website. Additional information about coordination fees and the application process can be viewed on the APCO Automated Frequency Coordination web page. Questions can be answered by the CIO-Network Services by contacting Mike Jeffres at 402-471-3719 or via e-mail (mike.jeffres@cio.ne.gov).

How do I report problems with my computer and/or network connection?

The CIO Help Desk a single point of contact, quick and accurate solutions, convenient notification of system outages while balancing the needs of the customers we serve and teams we support. Questions and/or problems can be answered by calling the help desk at 471-4636 or by reporting the problem via email (HELPDESK@CIO.NE.GOV). You may also visit the Help Desk web site at http://its.ne.gov/tech_serv/help_desk/faq/faq.html.

Where can I locate the NITC Standards and Guidelines?

The NITC adopts technical standards, guidelines, and architectures upon recommendation by the NITC Technical Panel. For information on approved standards and guidelines, you may visit the NITC Standards and Guidelines web site at <http://www.nitc.state.ne.us/standards/index.html>.